



## **Fee Waiving Policy**

### **Purpose**

Our organisation is committed to ensuring that no child or family is excluded from our services due to financial hardship. This policy outlines how fees may be reduced or waived to promote accessibility, fairness and inclusion.

### **Our Commitment**

We recognise that families may experience financial challenges for many reasons, including changes in employment, housing instability, benefit delays, or unexpected expenses. We aim to respond with compassion, discretion and flexibility so that children can continue to benefit from our sessions without added stress on their families.

### **Eligibility**

Fee waivers (full or partial) may be considered for families who:

- Are receiving means-tested benefits
- Are on a low income
- Are experiencing temporary financial hardship
- Are facing exceptional or unforeseen circumstances

We do not require families to disclose more information than is necessary, and we approach all requests without judgement.

### **Application Process**

Families can request a fee waiver by speaking confidentially with a staff member or by completing a simple request form. We aim to keep the process straightforward, respectful and private. Supporting evidence may be requested where appropriate, but we will always prioritise dignity and trust.

### **Decision Making**

Decisions are made by a designated member of staff or the management team to ensure fairness and consistency. Outcomes may include:

- Full fee waiver
- Partial fee reduction
- Flexible payment plan

Families will be informed of the decision promptly.

### **Review**

Fee waivers may be reviewed periodically to ensure support remains appropriate to the family's circumstances. Families are encouraged to inform us of any changes that may affect their eligibility.

### **Sustainability**

While we strive to make our services accessible, fee waivers are offered within the limits of our available funding. We actively seek grants and donations to support this commitment and ensure long-term accessibility for the community.